

STATE OF CALIFORNIA, OFFICE OF THE PATIENT ADVOCATE
PRESENTS:

Public Reporting on Health Care Quality:
Challenges, Opportunities, and State-Level Policy Implications
A Symposium on the “State” of the Art

June 6, 2006
Crowne Plaza Hotel, LAX, Los Angeles, California

BACKGROUND:

The State Office of the Patient Advocate (OPA), an independent office within the Business, Transportation & Housing Agency, informs and educates consumers about their rights and responsibilities as HMO enrollees and teaches them how to make the best use of the services offered by their health plans. Since 2001, OPA has annually published an internet-based report card rating the clinical quality and patient satisfaction for the 10 largest commercial HMOs in the state and for over 200 medical groups. During that time, OPA has relied on HEDIS and CAHPS as the primary sources of data and has developed a user-friendly public reporting strategy that includes over 1,000 local distribution points. OPA is now considering an expansion of its report card to encompass:

1. new uses of existing data sources (HEDIS and CAHPS);
2. new sources of data (hospital discharge data, population-based surveys);
3. a broader array of provider types (individual physicians, hospitals, SNFs); and,
4. additional product lines (Medi-Cal, Healthy Families, and Medicare).

The Symposium will bring together state and national experts to discuss the “state-of-the-art” in quality reporting and public disclosure and to share thoughts on the future of public reporting in California from a variety of industry, consumer, purchaser, and government perspectives.

2006 SYMPOSIUM:

This one-day event will be held on Tuesday, June 6, 2006, from 9:00 AM to 4:00 PM, at the Crowne Plaza Hotel – Los Angeles International Airport. The agenda will include four plenary panel sessions and morning and lunchtime keynote speakers.

The Symposium is being co-sponsored by:

- Pacific Business Group on Health
- California HealthCare Foundation
- Integrated Healthcare Association
- Center for Health Services Research in Primary Care (UC, Davis)

There is no registration fee for the Symposium; however, attendance is limited on a first come, first serve basis. Attendees (150-200) will include representatives from consumer advocacy and assistance groups, health plans and medical groups, academia, purchasers, and state and federal government agencies.

To learn more about the Symposium, contact Dr. John Zweifler at the California Office of the Patient Advocate, 980 9th Street, Suite 500, Sacramento, CA 95814, Phone: 916-324-6407, <http://www.opa.ca.gov/>.

The Program Agenda and List of Speakers is available on the OPA website.

Hotel Information:

Crowne Plaza LAX

5985 West Century Blvd.

Los Angeles, CA 90045

For hotel reservations, please call 1-888-315-3700, or

visit www.crowneplaza.com/lax-intlapt

For group rate of \$110 single or double, please mention "The Patient Advocate 2006 Quality Reporting Symposium."

On-Line Symposium Registration is now available on the OPA website – www.opa.ca.gov/.

Thank you.